

# Ground Services Manager

Job ID  
REQ-10011036  
Jun 21, 2024  
Switzerland

## Summary

Location: Basel, Switzerland #LI-Hybrid

The Ground Services Manager plays a critical role in the efficient and effective operation of ground services for JAPAT, so this role requires a strong aviation background, extensive leadership experience, and a service-oriented mindset. Reporting directly to the Accountable Manager (AM), the Ground Services Manager is responsible for leading the ground operations team and ensuring seamless coordination between ground operations and all other processes involved in the JAPAT flight activities.

## About the Role

### Key Responsibilities:

Team Leadership:

- Lead, mentor, and develop the ground operations team, fostering a positive culture of accountability, teamwork and continuous improvement.
- Provide guidance and support to the team members, ensuring they have the required resources and learning, training and development opportunities to perform their roles effectively.
- Foster a positive team culture by effective communication, empowerment of all team members to work independently and efficiently, recognizing and valuing their contributions and identify and resolve conflicts before they aggravate.

Stakeholder Management:

- Serve as the primary point of contact for the Novartis booking agents, providing personalized assistance and ensuring their needs are met before and after flights.
- Maintain strong communication channels with all JAPAT internal stakeholders to coordinate ground services and address any operational issues or concerns.
- Cooperation with the Nominated Person Flight Operations (NPFO) to liaise on all processes between both entities as well as with the Nominated Person Safety and Compliance (NPSC) for all safety related matters and to address non compliances and/or root cause analysis (CAPAs).

Vendor Coordination:

- Liaise with ground support vendors, including Fixed Base Operators (FBOs), fueling companies, and deicing providers, to ensure timely and efficient service delivery.

Pre-flight and Post-flight Operations:

- Oversee the JAPAT pre-flight and post-flight processes, to ensure a smooth and enjoyable travel experience for passengers and follow up on all service-related deviations (in close collaboration with the NPFO and the Cabin Attendant Manager).

#### Process Improvement:

- Identify opportunities for process improvement and implement strategies to enhance the efficiency and effectiveness of ground service operations as well as develop and monitor metrics to measure the performance of ground services and identify areas for improvement.

#### Essential Requirements:

- Bachelor's degree in Aviation Management, Business Administration, or a related field
- Experience in aviation operations, with a strong understanding of ground handling procedures and regulations as well as aviation safety regulations and best practices
- Proven leadership experience, with the ability to effectively lead and develop a team of aviation professionals
- Excellent communication skills and ability to interact professionally with internal and external stakeholders at all levels
- Strong service mindset, with a focus on delivering exceptional customer service and ensuring passenger satisfaction paired with a can-do-attitude and effective problem-solving skills
- Proficiency in Microsoft Office suite and aviation-specific software systems
- Flexibility to work irregular hours, including evenings, weekends (as needed) and willingness to travel occasionally for training and professional development opportunities
- Proficiency in English (written and spoken), knowledge of German is a plus

#### Desirable Requirements:

- Business aviation and flight dispatch background

#### Why Novartis?

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#### Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to [diversity.inclusion\\_ch@novartis.com](mailto:diversity.inclusion_ch@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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Division

Corporate

Business Unit

Corporate

Location

Switzerland

Site

Basel (City)

Company / Legal Entity

C010 (FCRS = CH010) Novartis International AG

Job Type

Full time

Employment Type

Regular

Shift Work

No

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